

## KRESGE WEEKLY OBSERVER

Cleveland, Ohio

Store #1199

March 8th, 1929.

### LESS DISCORD IN OUR WORK

Much has been written in this paper regarding treatment of our customers but little has been said regarding our treatment one toward another.

In order to give those with whom we come in contact the most satisfactory service, it is first necessary that we be at peace with those around us and in a pleasant frame of mind. How can we be patient with an unreasonable customer and have a smile for her if we allow ourselves to become irritated by the actions of our fellow workers? We must be big enough to overlook the little things they do that sometimes annoy us and bear in mind the fact that we in turn may unknowingly get on their nerves.

Some people inherit a pleasant disposition (although they may be lacking in other qualities essential to a successful business career); others may have to acquire a sunny disposition and it is to the latter that the greatest credit is due. The disposition that reaches its perfection by means of a struggle is indeed to be admired.

It is necessary for each of us to have a certain amount of self confidence and pride but it often proves a handicap to feel that because we do possess a little knowledge we are thus entitled to engage in unjust and destructive criticism of others. If we must criticise our fellow workers let it be in the spirit of helpfulness rather than the spirit of envy or jealousy.

Let us not lose sight of the fact that we are here in the interest of #1199 as a whole and in order to obtain the best results each department must not only do its best to promote service and efficiency in its particular location, but must co-operate to the fullest degree with every other department in the store, including stockroom, sign room, office, kitchen, check room etc. Often we are inclined to think only of our individual department and thus fail to get the other person's point of view. Many times we may feel that we are not receiving justice when the whole trouble lies in the fact that we are looking at the matter from only one angle with several things must be taken into consideration in making a decision. Stubbornness, which is the result of prejudice or ignorance, is a quality with which we often have to combat in our work. The stubborn person will not give in: the strong person knows that yielding is sometimes the greatest proof of his strength.

It is not always the most brilliant person who makes the greatest success in the business world. My observation has been that many times those possessing the greatest knowledge of our business lose out simply because they can not work congenially with those about them. In studying, training and acquiring knowledge of their particular work they fail to take into consideration the importance of getting along with their fellow-men. Of what value is our knowledge if we can not work with and direct others and at the same time respect their opinions? It were better by far to be a little less brilliant and a little more tolerant of the rights of others. How many times have we seen intelligent girls and men in this store fail